

***DEFENSE FINANCE AND ACCOUNTING SERVICE
(DFAS)
DELEGATED EXAMINING UNIT (DEU)
(KANSAS CITY)***

JOB KIT

(Updated May 2004)

NOTE:

This package contains instructions and guidelines for preparing and submitting a resume for consideration by the DFAS Delegated Examining Unit.

It is specifically intended for use by applicants who are not submitting a resume via the DEU website on-line resume builder. Applicants who will submit a resume via e-mail, or in hardcopy form should use this Job Kit.

Read this Job Kit ***carefully*** and follow the instructions as closely as possible. Insure that any resume you submit adheres to the basic format presented in the example in Attachments 2 and 3.

Along with this Job Kit, we encourage you to review “Preparing An Effective Resume for Electronic Analysis and Evaluation” which is available on the DFAS Delegated Examining Unit website at www.dfas.mil/careers/nonstatus/. This supplemental guidance is just as important as the Job Kit, and it deserves special attention and study by those applicants seeking maximum consideration for Federal employment through the DEU.

HOW TO SUBMIT A RESUME:

Resumes can be submitted to the Delegated Examining Unit using one of two different methods (listed in order of preference):

a. If you have a personal computer and access to the Internet, you can prepare your resume on your personal computer as an e-mail message. The subject line should be: Resume of (your name). Your actual resume should constitute the body of the e-mail message (**not as an attachment to the e-mail**). The optimal resume will be formatted to contain no more than 74 characters per line of text and will contain no more than 11,000 total characters (**equivalent to three pages**). Send it electronically to the following address: **kcdeu.resume@dfas.mil**

b. You can prepare your resume on a personal computer or using a typewriter and mail the hardcopy resume document to the Delegated Examining Unit. Should you opt to mail a hardcopy resume document, please send it to the following address:

Defense Finance and Accounting Service
Kansas City Center
Attn: DFAS-KC/QKD
1500 E. Bannister Road
Kansas City, Missouri 64197-0001

THE FORMULA FOR SUCCESS

Once your resume is received, it will be electronically entered into our automated recruitment system, and a profile of your qualifications and skills will be stored. The system reads only typed, clear, legible submissions. This Job Kit provides helpful DO's and DON'Ts when preparing your resume. If you do not follow the guidance provided, the system will have a difficult time focusing on the information you want to present, and this may result in your losing consideration for referral. Please remember, **handwritten resumes will not be accepted**. Do not send any additional documentation until requested.

THINGS TO DO:

All potential applicants should read this package carefully and completely. If they adhere to the format in Attachments 2 and 3, applicants submitting resumes electronically via e-mail should not experience any problems in having their resume properly analyzed by the system. Submitters mailing a hardcopy document should pay particular attention to the following requirements:

- (1) Type (on a typewriter or word processor) your resume, insuring that it is clear and legible. ***Handwritten resumes will not be accepted.***
- (2) Use white, letter size (8 ½ x 11 inch) paper, printed on one side only.
- (3) Use a laser printer if possible. A 24-pin, letter quality dot matrix printer is also acceptable.
- (4) Stick to standard business fonts such as Courier, Futura, Helvetica, New Century Schoolbook, Optima, Palatino, Times and Univers.

- (5) Use a font size of 10-14 points. The larger size, 14 points, is preferable.
- (6) Use capital letters instead of boldface for headings.
- (7) Maintain ½ to one inch margins on the top, bottom and sides of all pages of the resume.
- (8) Submit an original resume or a very clear copy. Second and third generation copies do not scan well.
- (9) Please submit a separate resume for each announcement for which you wish to apply.

THINGS TO AVOID:

- (1) Avoid bold, italics, script and underlining.
- (2) Do not use horizontal or vertical lines.
- (3) Do not staple or fold your resume.
- (4) Do not deviate from the sample resume format included in this package unless specifically instructed to do so.
- (5) Do not send any additional documentation until requested.

ADDITIONAL REQUIRED DATA ITEMS

In addition to the experience, education and training information on your resume, the Delegated Examining Unit needs to acquire additional data relative to you as an individual applicant. In order for the computer to recognize this data as separate and apart from normal resume information, it must be formatted and placed on the resume in a specific fashion. Applicants should place this information on the **last** page of the resume after all other required resume information has been completed. Even though placed on the last page, it must still be completely left justified (left margin). The total length of the resume, including additional required data items, should normally not exceed three pages. The data fields to be included in this special section of the resume are as follows:

a. **SOCIAL SECURITY NUMBER** (See Privacy Act Statement at Attachment 4)

For automated system purposes, SSNUM means the same thing as social security number.

Example: If your social security number is 173-28-7931, your data field entry for SOCIAL SECURITY NUMBER would be as follows:

SSNUM=173-28-7931

b. **EQUAL EMPLOYMENT OPPORTUNITY INFORMATION**

Furnishing the data requested in the following data item is optional in nature, however, your participation is encouraged. Data furnished will be used only to assess the demographic makeup of the applicant pool, will not be made available to selecting officials, and will have no bearing upon your qualifications for any position for which you are seeking consideration.

The equal employment opportunity data item is: **DATE OF BIRTH**

For automated system purposes, BIRTH means the same thing as date of birth.

Example: If you were born on July 11, 1947, your data field entry for DATE OF BIRTH would be as follows:

BIRTH=July 11, 1947

c. **CONTACT WITH CURRENT EMPLOYER**

For automated system purposes, CHECK means the same thing as contact with current employer. Indicate whether or not we may contact your current employer for information regarding your performance.

Example: If we have your permission to contact your current employer, your data field entry for CHECK would be as follows:

CHECK=Yes

Example: If we do not have your permission to contact your current employer, your data field entry for CHECK would be as follows:

CHECK=No

d. **VETERANS' PREFERENCE**

For automated system purposes, VETPR means the same thing as veterans preference. In this item, indicate whether or not you have veterans preference, and if you do, indicate the nature of that preference. Additional information on categories of preference and available data field entries are outlined below:

Some applicants may be in a position to claim veterans' preference on their application. When such claims are valid, applicants can have additional points added to their score or rating.

To receive preference, a veteran must have been separated from active duty in the Armed Forces with an honorable or general discharge. "Armed Forces" means the Army, Navy, Air Force, Marines and Coast Guard. The veteran must also be eligible under one of the preference categories listed below later in this section.

Military retirees at the rank of major, lieutenant commander, or higher are not eligible for preference in appointment unless they are disabled veterans. (This does not apply to Reservists who will not begin to draw retired pay until age 60.)

Active duty for training or inactive duty by National Guard or Reserve soldiers does not qualify as "active duty" for preference.

"War" means only those armed conflicts declared by Congress as war and includes World War II, which covers the period from December 7, 1941 to April 28, 1952.

NOTE: Applicants claiming veterans' preference will be required to produce documentation substantiating such claims PRIOR to appointment in the Federal Service. A DD Form 214 is the normally accepted documentation for these claims. Applicants who claim 10 point preference must also complete and submit Standard Form 15, Application for 10 Point Veteran Preference, PRIOR to appointment in the Federal Service. **Failure to provide these forms of documentation may result in the cancellation of any pending appointment to a Federal service position.** Applicants should read and pay special attention to Paragraph A of the **Important Notice for All Applicants** found at the end of the Job Kit instructions for detailed information on when this documentation must be submitted. Do not send any additional documentation until requested.

Listed below are six categories of preference and the criteria that define them. Applicants who do not claim veterans preference should use Code 1 for None. Applicants who do claim veterans' preference should use the appropriate code corresponding to the applicable category

below. **All applicants must place a code indicating their veterans' preference status on their resume.**

VETERANS' PREFERENCE CODES AND CATEGORIES

1 = None (no applicable preference)

2 = Five points are added to the **passing** score or rating of a veteran who served:

- ◆ During a war; or
- ◆ During the period April 28, 1952 through July 1, 1955; or
- ◆ For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- ◆ During the Gulf War from August 2, 1990, through January 2, 1992; * or
- ◆ In a campaign or expedition for which a campaign medal has been authorized. Any Armed Forces Expeditionary medal or campaign badge, qualifies for preference. The Armed Forces Service Medal does not qualify for veteran's preference.*

*NOTE: A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980, (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full period called or ordered to active duty. The 24-month service requirement does not apply to 10-point preference eligible veterans separated for disability incurred or aggravated in the line of duty, or to veterans separated for hardship or other reasons under 10 U.S.C. 1171 or 1173.

3 = Ten points are added to the **passing** score or rating of:

- A veteran who served at any time and has a present service-connected disability or is receiving compensation, disability retirement benefits, or pension from the military or the Department of Veterans Affairs,
- A veteran who received a Purple Heart

4 = Ten points are added to the **passing** score or rating of:

- A veteran who served at any time **and** who has a compensable service-connected disability rating of at least 10 percent but less than 30 percent.

5 = Ten points are added to the **passing** score or rating of spouses, widows, widowers, or mothers of veterans as described below. This type of preference is usually referred to as "derived preference" because it is based on service of a veteran who is not able to use the preference.

Both a mother and a spouse (including widow and widower) may be entitled to preference on the basis of the same veteran's service if they both meet the requirements. However, neither may receive preference if the veteran is living **and** is qualified for Federal employment.

Spouse

Ten points are added to the **passing** score or rating of the spouse of a disabled veteran who has been disqualified for a Federal position along the general lines of his or her usual occupation **because of a service-connected disability**. Such a disqualification may be presumed **when the veteran is unemployed and**:

- is rated by appropriate military or Department of Veterans Affairs authorities to be 100 percent disabled and/or unemployable; or
- has retired, been separated, or resigned from a civil service position on the basis of a disability that is service-connected in origin; or
- has attempted to obtain a civil service position or other position along the lines of his or her usual occupation and has failed to qualify **because of a service-connected disability**.

Preference may be allowed in other circumstances but anything less than the above warrants a more careful analysis.

Widow/Widower

Ten points are added to the **passing** score or rating of the widow or widower of a veteran not divorced from the veteran, has not remarried, or the remarriage was annulled, and the veteran either:

- served during a war or during the period April 28, 1952, through July 1, 1955, or in a campaign expedition for which a campaign medal has been authorized; or
- died while on active duty that included service described immediately above under conditions that would not have been the basis for other than an honorable or general discharge.

Mother of a deceased veteran

Ten points are added to the **passing** score or rating of the mother of a veteran who died under honorable conditions while on active duty during a war or during the period April 28, 1952, through July 1, 1955, or in a campaign or expedition for which a campaign medal has been authorized **and**

- she is or was married to the father of the veteran; and
- she lives with her totally and permanently disabled husband (either the veteran's father or her husband through remarriage); or

- she is widowed, divorced, or separated from the veteran's father and has not remarried;

or

- she remarried but is widowed, divorced, or legally separated from her husband when she claims preference.

Mother of a disabled veteran

Ten points are added to the **passing** score or rating of a mother of a living disabled veteran if the veteran was separated with an honorable or general discharge from active duty performed at any time permanently and totally disabled from a service-connected injury or illness; and the mother:

- is or was married to the father of the veteran; and
- lives with her totally and permanently disabled husband (either the veteran's father or her husband through remarriage; or
- is widowed, divorced, or separated from the veteran's father and has not remarried; or
- remarried but is widowed, divorced, or legally separated from her husband when she claims preference.

Note: Preference is not given to widows or mothers of veterans who qualify for preference under U.S.C 2108 (1) (B), (C) or (2). Thus, the widow or mother of a disabled veteran who served after but did not serve in a war, campaign, or expedition, would not be entitled to preference.

6 = Ten points are added to the **passing** score or rating of a veteran who served at any time and has a compensable service-connected disability rating of 30 percent or more.

Example: If you served in the Armed Forces of the United States from August, 1969 until August, 1973, did not suffer any service-connected disability and were discharged under Honorable conditions, the data field entry for VETPR would be as follows:

VETPR=2

Example: If you are the spouse or mother of a veteran occupationally disabled because of service-connected disability, or the widow/widower or mother of a deceased wartime veteran, the data field entry for VETPR would be as follows:

VETPR=5

e. EDUCATION LEVEL

For automated system purposes, EDULV means the same thing as education level. In this item, you will indicate the highest education level you have currently achieved. The available code indicators are as follows:

HS You possess a high school diploma or have received a GED diploma

1YR You have completed one full year of education above the high school level (the equivalent of 30 semester hours or more) in an accredited college or university.

2YR You have completed two full years of education above the high school level (the equivalent of 60 semester hours or more) in an accredited college or university.

AD You have received a recognized Associates degree from an accredited college or university.

3YR You have completed three full years of education above the high school level (the equivalent of 90 semester hours or more) in an accredited college or university.

BD You have received a recognized Bachelors degree from an accredited four year college or university.

MD You have received a recognized Masters degree from an accredited college or university.

DD You have received a recognized Doctoral degree from an accredited college or university.

Example: If you have completed 21 semester hours at an accredited college or university, the data field entry for EDULV would be as follows:

EDULV=HS

Example: If you have completed 45 semester hours at an accredited college or university, the data field entry for EDULV would be as follows:

EDULV=1YR

Example: If you have received a Bachelors degree from an accredited college or university, the data field entry for EDULV would be as follows:

EDULV=BD

f. ANNOUNCEMENT NUMBER

For automated system purposes, ANNNO means the same thing as announcement number. In this item, indicate the number of the vacancy announcement which advertised the position for

which you wish to apply. Please submit a separate resume for each announcement. All applicants must include this data item on their resume.

Example: You wish to apply for the position of Voucher Examiner, GS-540-5, that is advertised on vacancy announcement, number D00109. The data field entry for ANNNO would be as follows:

ANNNO=D00109

g. LOWEST ACCEPTABLE GRADE

For automated system purposes, LACPT means the same thing as lowest acceptable grade. Based on the pay ranges for each grade and the grade levels of the various positions advertised on the vacancy announcement, you must indicate the lowest grade level you will accept. All applicants must include this data item on their resume.

Example: You wish to apply for a position advertised on vacancy announcement D00109. The announcement is for Voucher Examiner positions at the GS-5, GS-6, and GS-7 grade levels. Based on the pay ranges for each grade, you only desire to be considered for positions at the GS-6 grade level or above. The data field LACPT would be completed as follows:

LACPT=6

Example: You wish to apply for a position advertised on vacancy announcement D00203. The announcement is for Budget Analyst positions at the GS-9 and GS-11 levels. The announcement includes information on the pay ranges for these grade levels, and you only desire consideration for positions at the GS-11 grade level or above. The data field LACPT would be completed as follows:

LACPT=11

h. CONSIDERATION FOR LESS THAN PERMANENT APPOINTMENT

On occasion, the Delegated Examining Unit will need to identify potential applicants to employ in positions which are not permanent in nature. There are two types of non-permanent appointments. **Temporary appointments** are made to positions which are expected to last from one or two months up to a maximum of one year. **Term appointments** are made to positions which are expected to last a minimum of one year or longer with a maximum of four years. For automated system purposes, LIMIT means any type of non-permanent employment. If you would also like to be considered for non-permanent appointments in addition to automatic consideration for permanent positions, the data field LIMIT would be completed as follows:

Example: Although she would prefer an appointment to a permanent position, Mary would also consider accepting an appointment to a position which would last at least a year. Mary would complete the data field LIMIT as follows:

LIMIT=TERM

Example: Bill has been unemployed for the last six months and while seeking permanent employment, would also gladly accept either a temporary or a term position. Bill would complete the data field LIMIT as follows:

LIMIT=TERM,TEMP

i. U.S. CITIZENSHIP

For automated system purposes USCIT means the same thing as U.S. Citizenship. Only citizens of the United States are permitted to be appointed to positions in the Federal civil service. All applicants must indicate their citizenship on the resume as follows:

Example: If you are a citizen of the United States, your data entry for USCIT would be as follows:

USCIT=YES

Example: If you are not a citizen of the United States, your data entry for USCIT would be as follows:

USCIT=NO

**j. INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP)
PRIORITY CONSIDERATION:**

If you are a displaced Federal Civil Service employee, you may be entitled to receive priority consideration under the ICTAP.

Example: If you have received an agency reduction-in-force notice and are entitled to receive priority consideration in your commuting area, at your current or lower grade level, your data entry for ICTAP would be completed as follows:

ICTAP=YES

Note: If you are not eligible for this priority consideration, please disregard this data field.

k. GEOGRAPHIC AVAILABILITY

For automated system purposes, SITES means the same thing as geographic availability. All applicants must identify a minimum of at least one and a maximum of no more than ten (10) geographic locations in which they would be willing to work and for which they desire consideration. A list of available geographic location choices is found in Attachments 5 and 6 of this Job Kit. Attachment 5 contains a listing of all possible location codes worldwide.

Attachment 6 contains a listing of all **DFAS Locations (major sites, smaller sites, and additional offices)** where the vast majority of job opportunities may be found. Each location is identified by name and by a four digit numerical code. Data entries for SITES should be constructed as follows:

Example: Bill wishes to apply for consideration for a GS-501 Financial Analyst position. He desires to be considered for positions in Atlanta, Georgia (code 0520), Nashville, Tennessee (code 5360), Louisville, Kentucky (code 4520), and Indianapolis, Indiana (code 3480). His data entry for SITES would be as follows:

SITES=0520,5360,4520,3480

If you decline consideration for a position because of location, the code(s) that apply to that location will be removed.

1. **CERTIFICATION**

For automated system purposes, CERTCN means the same thing as Certification. If you have one or more of the following certifications, you should place this data field on your resume:

| | |
|---|-------|
| Certified Public Accountant | CPA |
| Certified Management Accountant | CMA |
| Certified Internal Auditor | CIA |
| Certified Fraud Examiner | CFE |
| Certified Information Systems Auditor | CISA |
| Certified Information Technology Professional | CITP |
| Certified Financial Manager | CFM |
| Certified Government Financial Manager | CGFM |
| Certified Compensation Professional | CCP |
| Six Sigma Green Belt Certification | SSGB |
| Six Sigma Black Belt Certification | SSBB |
| Lean Six Sigma Black Belt Certification | LSSBB |
| Six Sigma Master Black Belt Certification | SSMBB |

Example: If you are a Certified Public Accountant and a Certified Management Accountant, your data entry for CERTCN would be completed as follows:

CERTCN=CPA,CMA

m. **TYPING SPEED - *DO YOU TYPE 40 WPM?**

For automated system purposes, TYPSP means the same thing as typing speed. Some positions require a qualified typist. Qualified typists must be able to type a minimum of 40 words per minute.

Example: You type 45 words per minute. The data field entry for TYPSP would be as follows:

TYPSP = YES

Example: You type 30 words per minute. The data field entry for TYPSP would be as follows:

TYPSP = NO

n. MILITARY SPOUSE PREFERENCE

For automated system purposes, MILSP means the same thing as Military Spouse Preference (MSP). In this item indicate whether you may be eligible for priority consideration:

Example: If you were married to a military sponsor prior to the reporting date to the new assignment; the relocation is based on a Permanent Change of Station (PCS) move, and the vacancy is within the commuting area of the sponsor's new duty station, the data field for MILSP would be completed as follows:

MILSP = YES

Note: If you are not eligible for this program, please disregard this data field. Applicants who claim eligibility for MSP will be required to produce a copy of the military sponsor's PCS orders prior to appointment in the Federal Service. Do not submit any additional documentation until requested. For assistance in determining military spouse preference eligibility, go to www.chrma.hqusareur.army.mil/staffing/asp/wizards/msp.

o. GEOGRAPHIC LOCATION OF MILITARY SPONSOR'S DUTY LOCATION

For automated system purposes, MLLOC means the same thing as the geographic location of the military sponsor's duty location. Under Military Spouse Preference, a spouse is eligible to receive priority consideration for positions within the commuting area of the sponsor's permanent change of station. A list of available geographic location choices is located in Attachment 5 of this Job Kit. Each location is identified by name and by a four digit numerical code.

If you are claiming MSP, you must complete this data entry in order to receive proper consideration.

Example: Bill accompanied his sponsor to a PCS at Billings, Montana. His Military Spouse Preference is for positions in the commuting area of Billings, MT. His data entry for MLLOC would be as follows:

MLLOC = 0880

p. **QUESTIONNAIRE**

This data field is used only on job opportunity announcements containing a questionnaire to be answered by applicants. For automated system purposes, QUEST1 means the same thing as question 1 of the questionnaire. Applicants must answer all questions from the questionnaire portion of the announcement. Data entries for QUESTIONNAIRE should be constructed as follows:

Example: Bill wishes to apply for consideration for a WG-4102, Painter position. The job opportunity announcement contains a questionnaire with 5 questions. His data entry for QUESTIONNAIRE would be as follows:

QUEST1=YES
QUEST2=NO
QUEST3=C
QUEST4=A
QUEST5=E

**IMPORTANT NOTICE FOR ALL APPLICANTS
READ CAREFULLY**

A. Individual applicants ultimately notified that they have been selected for appointment to a permanent, temporary or term position will NOT BE APPOINTED until they provide appropriate documentation substantiating various elements of their qualifying status. Such documentation may include, but is not limited to DD Form 214 (veterans preference), letter from the Veterans Administration (disabled veteran/spouse/mother preference), college transcripts (educational requirements), etc. These selected applicants should not take any action to resign from or leave other positions in which they may be employed until they have furnished the required documentation to the Human Resource Office of the selecting agency, their documentation has been approved as acceptable, and they have received written notification that their selection is FINAL. **THERE WILL BE ABSOLUTELY NO EXCEPTIONS TO THE REQUIREMENT TO SUBMIT SUBSTANTIATING DOCUMENTATION PRIOR TO ACTUAL APPOINTMENT.** DO not send this documentation with your resume.

B. Resumes without the following required information **WILL NOT BE ACCEPTED FOR PROCESSING:**

Social Security Number
Announcement Number
Lowest Acceptable Grade
U.S. Citizenship
Name

Home Address
Home and/or Work Telephone Number
High School Graduation Information
Veterans Preference Entry
At Least One Geographic Availability Entry

Attachment 1, Resume Preparation Instructions

NOTE: Resume should normally be no more than 3 pages, including additional required data items

Name

(Type your name using normal capitalization form for a name, i.e. Jane H. Doe; leave one blank line after name)

Jane H. Doe

HOME ADDRESS:

(Use all capital letters for this heading; leave one blank line after the heading)

Street Address

City, State, Zip Code

(Use normal capitalization and punctuation; leave one blank line after last line of address)

TELEPHONE NUMBERS:

Home:

Work:

(Use all capital letters for this heading; leave one blank line after the heading; leave one blank line after the last phone number)

E-MAIL ADDRESS:

(Use all capital letters for this heading; leave one blank line after heading; leave one blank line after e-mail address)

EXPERIENCE:

(Use capital letters for this heading; leave one blank line after the heading)

Experience Entries:

Please begin with current position and list any other experience entries sequentially from latest to oldest.

Do not list past jobs not relevant to the types and grade levels of positions for which you wish to be considered.

If any of your listed experience entries were while you were a Federal employee, please include your job series and grade level for that position.

Generally, list only the last 5-8 years of pertinent experience.

Use abbreviations and shortened versions of common titles and words to insure that the dates, title and firm associated with each entry are all included on one line (if at all possible).

Include all administrative information for each entry as reflected on the sample resume in Attachment 2.

When listing the names of current and previous position supervisors, be sure to follow the example in Attachment 2 and use the data item title of “Supvr”.

Similarly, use the data item title, “Weekly Hrs Worked,” exactly as reflected in the sample resume in Attachment 2.

When describing duties, be sure to include:

Only major tasks which demonstrate your knowledge and skill to perform the job(s) for which you desire consideration.

Any key systems or software you have worked with, but only if they are necessary to demonstrate your qualifications for the specific position(s) for which you desire consideration.

Regulations, instructions, directives, etc. you have worked with, implemented researched or developed that are pertinent to the job(s) for which you desire consideration.

Be sure to leave one blank line between each experience entry and after the last experience entry

SKILLS:

(Use all capital letters for this heading; leave one blank line after this heading)

Skills Entries:

(Use concrete terms [generally nouns] to summarize and reinforce major skill areas already included in the EXPERIENCE portion of the resume. No blank lines are needed between entries. List as shown in the sample resume in Attachment 2.) Leave one blank line after the last skills entry

PROFICIENCY REQUIREMENT:

(Use all capital letters for this heading; leave one blank line after the heading)

Proficiency Requirement Entries:

(Clerical positions such as office automation clerk, secretary, etc., require possession of typing skills. If applying on such a position, list your typing speed as reflected in the sample resume (Attachment 2). Leave one blank line after the last entry)

EDUCATION:

(Use all capital letters for this heading; leave one blank line after this heading)

Education Entries:

To receive maximum consideration, all resumes should include the following. List degrees or each educational accomplishment on a separate line as shown in the sample resume in Attachment 2. Leave at least one blank line between each entry. If you have no degree, show total credits earned, indicate whether semester or quarter hours, and provide the name(s) of the colleges or universities at which credits were earned. Technical and vocational course of study may also be included as education entries. Leave one blank line after last Education Entry.

COURSE LIST:

(Use all capital letters for this heading; Leave one blank line after this heading)

List all courses relevant to the position for which you are applying. Some positions require an applicant to list courses in order to qualify. Please refer to the Job Announcement to determine if the course list is required.

Accounting Coursework: Some applicants have taken accounting courses at more than one university or college. List all accounting courses which support the required possession of at least 24 semester hours in a valid accounting curriculum at an accredited college or university in order to qualify for Accountant or Auditor positions. List the total number of semester or quarter hours credited after the course title. Place the name of the school in parentheses, as illustrated in the sample resume in Attachment 2. All entries should be identified by school. Several courses from the same school may be grouped together, followed by the total number of semester or quarter hours earned, and name of the school in parentheses. **All majors, including Accounting, require a listing of all accounting coursework so that full consideration may be given to their resume.** (Leave one blank line after the last Accounting Course List entry.)

TRAINING:

(Use all capital letters for this heading; Leave one blank line after this heading)

Training Entries:

(No blank lines are needed between entries. List as shown in the sample resume in Attachment 2. List only training courses that you have completed and consider relevant to the position(s) for which you wish to be considered. Leave one blank line after the last Training entry)

LICENSES AND CERTIFICATES:

(Use all capital letters for this heading; Leave one blank line after this heading)

Licenses and Certificates Entries:

(No blank lines are needed between entries. List entries as reflected in the sample resume in Attachment 2. Leave one blank line after the last Licenses and Certificates entry)

HONORS, AWARDS, SPECIAL ACCOMPLISHMENTS:

(Use all capital letters for this heading; Leave one blank line after this heading)

Honors, Awards, Special Accomplishments Entries:

(No blank lines are needed between entries. List entries as reflected in the sample resume in Attachment 2. Entries may include publications, memberships in professional or honor societies,

leadership activities, public speaking and performance awards. These entries should be related to and support your qualifications for the position(s) for which you wish to be considered. Leave one blank line after the last Honors, Awards, Special Accomplishments entry.)

REMEMBER: If you are applying for accountant or auditor positions, the accounting course list is required..

(Leave at least one blank line between the last entry and the beginning of Additional Required Data Items)

ADDITIONAL REQUIRED (STRUCTURED) DATA ITEMS:

Please refer to the section in the Job Kit Package titled Additional Required Data Items.

Attachment 2, Sample Resume

Steve M. Jackson

HOME ADDRESS:

5917 Spring Street
Kansas City, MO 67302

TELEPHONE NUMBERS:

Home: (816) 563-4792
Work: (816) 926-6938

EMAIL ADDRESS:

Sjackson@email.com

EXPERIENCE:

Mar 95-Sep 99, Accounting Technician, Greely Corporation, 3248 Renner Rd., Kansas City, MO 64256
Supvr: Bill Johnson, Tel: (816) 926-4937, Salary: \$28,597, Weekly Hrs Worked: 40

Serve as an accounting technician. Utilize an automated accounting system for data input and to obtain reports. Maintain accounting ledgers and perform account reconciliation. Maintain status of funds. Perform account analysis and account research. Process accounting transactions. Validate expenditure and collection transactions. Handle customer inquiries, research problems and develop solutions. Train lower level accounting technicians. Apply internal control criteria to accounting processes and procedures.

Jun 93-Feb 95, Funds Disbursing Technician, Jones, Inc., 16433 Ridge Dr., Kansas City, MO 65107
Supvr: Alice Smith, Tel: (816) 814-9355, Salary: \$24,637, Weekly Hrs Worked: 40

Worked as a funds disbursing technician. reconciled and verified payment data from the automated disbursing system. Produced payment vouchers. Administered check stock and produced checks for employee travel, meal and lodging expenses and for payrolls. Compiled electronic fund transfer (EFT) information and processed EFT payments. Performed reconciliation and balanced disbursement payments made with original input data. Provided customer service and responded to customer inquiries. Researched problems and developed solutions. Maintained records of payment information. Distributed payment documents.

SKILLS:

Automated Accounting Systems, Ledger Maintenance, Account Reconciliation, Account Analysis, Accounting Transaction Processing, Transaction Validation, Internal Controls, Provide Training, Disbursement, Payment Processing, Check Preparation, Electronic Fund Transfer Processing, Transaction Reconciliation, Customer Service, Problem Solution, Payment Records Maintenance

PROFICIENCY REQUIREMENT:

40WPM

EDUCATION:

Blue Valley High School, Overland Park, KS, 1983

BA, Finance, University of Colorado, 1987

TRAINING:

Microcomputer Accounting Applications, Introduction to Disbursing, Basic Electronic Fund Transfer Actions, Automated Disbursing Systems

HONORS, AWARDS, SPECIAL ACCOMPLISHMENTS:

Company Performance Bonus, 1997

Outstanding Performance Rating, 1995

COURSE LIST:

Accounting Principles I (3 semester hours), Accounting Principles II (3 semester hours), Business Law I (3 semester hours), Principles of Income Tax Accounting (3 semester hours), Cost Accounting (3 semester hours), Managerial Accounting (3 semester hours), Business Law II (3 semester hours), Automated Accounting Systems (3 semester hours) (Total of 24 semester hours, Univ of Colorado), Micro-Computers and Technology (3 semester hours), Intro to Data Processing (3 semester hours), Intro to Financial Management (3 semester hours)

SSNUM=647-91-2648

BIRTH=July 11, 1966

CHECK=YES

VETPR=2

EDULV=BD

ANNNO=D00109

LACPT=7

LIMIT=TERM,TEMP

USCIT=YES

ICTAP=YES (This field is for displaced federal employees only.)

SITES=1233,3423,7790,4543

TYPSP=YES

MILSP=YES

MLLOC=1233

Attachment 3, Sample Resume

Gladys T. Allen
7890 NE Winter Way
Kansas City, MO 64333-5555

TELEPHONE NUMBERS:

Home: (816) 234-3456
Work: (816) 889-5664

EMAIL ADDRESS:

Gladallen@email.com

EXPERIENCE:

May 1998-Present, Supervisory Staff Accountant, Westview Corp, 46 W. Pilot, Kansas City, MO 64249
Supvr: Mary Kline, Tel (816) 889-5673, Salary: \$73,800, Weekly Hrs Worked: 40

Serve as accounting consultant. Plan, budget and implement audits and consulting services. Audit not-for-profit organizations including testing cash receipts and disbursements for completeness, accuracy in recording, and compliance with accounting standards. Draft financial statements and report of audit findings. Present audit findings to officers and board of directors. Design and develop automated accounting systems for organizations. Train the organizations' personnel on how to use those systems. Interpret accounting standards and develop policies and procedures for organizations to implement those standards. Review internal controls over cash, accounts receivable, accounts payable and fixed assets and issue recommendations on how to improve internal controls. Designed financial reports to assist organizations in managing budgets for programs, federal grants, current and future cash flow management, and accounts receivable collection. Assist in the strategic planning for the firm including the roll out of new services.

Sept 1995-May 1998, Accountant, Department of Justice, 8845 Main, Raytown, MO 64133
Supvr: Charles Brown, Tel (816) 355-0623, Salary: \$52,000, Series and Grade: GS-510-11, Weekly Hrs Worked: 40

Evaluated, analyzed, and reconciled automated systems interface programs, and accumulated and analyzed financial cost data. Developed procedures and correspondence to operating personnel and officials on accounting related issues, and verified the accuracy of the accounting records and systems. Identified and resolved discrepancies and deficiencies associated with programs, processes, and automated systems, using business process improvement techniques and investigative skills. Conducted meetings with operating officials and employees on problems, processes and procedures associated with the accounting systems, policies and procedures. Performed research on travel related issues. Coordinated all issues with operating personnel that were responsible for certain functions within the collection process. Reconciled all of the cash activity, determined adjusting entries, and identified systemic deficiencies including corrective action.

Sept 1996-May 1997, Accounting Instructor, Missouri Tech, 3rd & Paseo, Kansas City, MO 64109
Supv: Dr. Thomas Grant, Tel (816) 492-3003, Salary: \$49,500, Weekly Hrs Worked:20

Responsible for the instruction of Principles of Financial and Managerial Accounting to undergraduate students. Lectured two sections of 50 college undergraduates three times a week for two semesters on Accounting and Financial Management Standards, Policies and Procedures. Independently evaluated homework assignment and exams.

SKILLS:

Consulting, accounting systems, accounting policies, accounting theories, accounting principles, accounting procedures, writing analysis, compiling reports, problem solving, internal controls, design solutions, present findings strategic planning. Software Skills: Excel, Access, Word, Power-Point, MS Project, Outlook, Vision.

EDUCATION:

Southeast High School, Kansas City, MO, 1979
BA, Accounting, University of Wisconsin 1983

TRAINING:

Chief Financial Officers (CFO) Act, 16 hours, 1999
Performance Measures, 24 hours 1999
Fraud Symposium, 39 hours 2000

LICENSES AND CERTIFICATES:

Certified Public Accountant 1996
Certified Fraud Examiner 1998

HONORS, AWARDS, SPECIAL ACCOMPLISHMENTS:

Manager of the Quarter 1997
Supervisor of the Year 1999
Outstanding Performance Rating 1997, 1998, 1999

COURSE LIST:

Accounting Principles I & II (6 semester hours), Business Law I & II (6 semester hours), Managerial Accounting I & II (6 semester hours), Cost Accounting I & II (6 semester hours), Automated Accounting (3 semester hours)

SSNUM=234-00-9292
BIRTH=July 30, 1949
CHECK=NO
VETPR=1
EDULV=BD
ANNNO=D00109
LACPT=12
LIMIT=TERM
USCIT=YES
SITES=3760,0200,6720
CERTCN=CPA, CFE

Attachment 4, Sample Resume

George W. Push
1600 E. Arlington
Kansas City, MO 64198-0202

TELEPHONE NUMBERS:

Home: (816) 397-1103
Work: (816) 392-4802

EMAIL ADDRESS:

Gwpush@email.com

EXPERIENCE:

December 1999-Present, Foreman, ABC Painting Company, 426 W. Broadway, Kansas City, MO 64199, Supvr: Bill Brady, Tel (816) 979-4392, Salary: \$28.00 pH, Weekly Hrs Worked: 40

Work as job foreman for paint crew of 4-9 painters. Responsible for painting such jobs as the Greater American Bridge, Ford Plant, the State Building and the Midway Banks. Assigned work to the crew. Kept everyone busy. Provided assistance to crew with questions regarding mixing and coloring of paint. Read and interpreted blueprints and specifications. Completed forms on payroll, workers compensation, grievance, union issues, etc. Mix paint for proper color and texture. Make sure equipment is properly handled and put away at the end of the day. Clean and properly store paint brushes. Kept everyone notified of safety issues and made sure the crew took all safety precautions.

April 1989 – April 1999, Painter, ABC Painting Company, 426W. Broadway, Kansas City, MO 64199, Supvr: Tom Jones Tel (816) 979-4403, Salary: \$24.00 ph, Weekly Hrs Worked 40

Painted houses, buildings, bridges, etc. Determined the type and texture of paint to be used depending on the surface, weather exposure, amount of traffic, etc. Also determined the best way to cover the surface with paint, brush, roller, spray, etc. Responsible for cleaning up the work area each day and taking the proper care of the brushes, rollers, etc.

EDUCATION:

Blue Fork High School, Independence, MO 1985

SSNUM=234-99-8765
BIRTH=November 23, 1967
CHECK=YES
VETPR=2
EDULV=HS
ANNNO=D00467
LACPT=8
LIMIT=TERM
USCIT=YES
SITES=3849, 0193, 3490
QUEST1=YES
QUEST2=NO
QUEST3=YES
QUEST4=B
QUEST5=A
QUEST6=B
QUEST7=D
QUEST8=E
QUEST9=C
QUEST10=E

ATTACHMENT 4, Privacy Act Statement

You are requested to furnish your **Social Security Number (SSN)** under the authority of Executive Order 9397 (November 22, 1943). Executive Order 9397 requires agencies to use the SSN for the sake of economy and orderly administration in the maintenance of personnel records. Because your personnel records are identified by your SSN, your SSN is being requested on this resume so that the other information you furnish on this resume can be accurately included with your records. Your SSN will be used solely for that purpose.

ATTACHMENT 5. GEOGRAPHIC LOCATION AVAILABILITY

NOTE: Applicants may select no more than 10 choices

| ALABAMA | CALIFORNIA, Cont'd | DELAWARE |
|---------------------------------------|---|--|
| 0450 – ANNISTON | 5775 – OAKLAND | 2190 - DOVER |
| 0580 – AUBURN-OPELIKA | 5945 – ORANGE COUNTY | 9160 – WILMINGTON-NEWARK |
| 1000 – BIRMINGHAM | 6000 – OXNARD-VENTURA | 0008 - ALL OTHERS |
| 1800 – COLUMBUS | 6690 – REDDING | |
| 2030 – DECATUR | 6780 – RIVERSIDE-SAN BERNARDINO | <u>DISTRICT OF COLUMBIA</u> |
| 2180 – DOTHAN | 6920 – SACRAMENTO | 8840 – WASHINGTON D.C. |
| 2650 – FLORENCE | 7120 – SALINAS | |
| 2880 – GADSDEN | 7320 – SAN DIEGO | <u>FLORIDA</u> |
| 3440 – HUNTSVILLE | 7360 – SAN FRANCISCO | 1140 – BRADENTON |
| 5160 – MOBILE | 7400 – SAN JOSE | 2020 – DAYTONA BEACH |
| 5240 – MONTGOMERY | 7460 – SAN LUIS OBISPO-ATASCADERO-PASO ROBLES | 2680 – FORT LAUDERDALE |
| 8600 – TUSCALOOSA | 7480 – SANTA BARBARA-SANTA MARIA-LOMPOC | 2700 – FORT MYERS-CAPE CORAL |
| 0001 - ALL OTHERS | 7485 – SANTA CRUZ-WATSONVILLE | 2710 – FORT PIERCE-PORT ST. LUCIE |
| | 7500 – SANTA ROSA | 2750 – FORT WALTON BEACH |
| <u>ALASKA</u> | 8120 – STOCKTON-LODI | 2900 – GAINESVILLE |
| 0380 – ANCHORAGE | 8720 – VALLEJO-FAIRFIELD-NAPA | 3600 – JACKSONVILLE |
| 0002 - ALL OTHERS | 8735 – VENTURA | 3980 – LAKE LAND-WINTER HAVEN |
| | 8780 – VISALIA-TULARE-PORTERVILLE | 4900 – MELBOURNE-TITUSVILLE-PALM BAY |
| <u>ARIZONA</u> | 9270 – YOLO | 5000 – MIAMI |
| 2620 – FLAGSTAFF | 9340 – YUBA CITY | 5345 – NAPLES |
| 4120 – LAS VEGAS | 0005 - ALL OTHERS | 5790 – OCALA |
| 6200 – PHOENIX-MESA | | 5960 - ORLANDO |
| 8520 – TUCSON | <u>COLORADO</u> | 6015 – PANAMA CITY |
| 9360 – YUMA | 1125 – BOULDER-LONGMONT | 6080 – PENSACOLA |
| 0003 - ALL OTHERS | 1720 – COLORADO SPRINGS | 6580 – PUNTA GORDA |
| | 2080 – DENVER | 7510 – SARASOTA-BRADENTON |
| <u>ARKANSAS</u> | 2670 – FORT COLLINS-LOVELAND | 8240 – TALLAHASSEE |
| 2580 – FAYETTEVILLE-SPRINGDALE-ROGERS | 2995 – GRAND JUNCTION | 8280 – TAMPA-ST. PETERSBURG-CLEARWATER |
| 2720 – FORT SMITH | 3060 – GREELEY | 0010 - ALL OTHERS |
| 3700 – JONESBORO | 6560 – PUEBLO | |
| 4400 – LITTLE ROCK-NORTH LITTLE ROCK | 0006 - ALL OTHERS | <u>GEORGIA</u> |
| 4920 – MEMPHIS | | 0120 – ALBANY |
| 6240 – PINE BLUFF | <u>CONNECTICUT</u> | 0500 – ATHENS |
| 8360 – TEXARKANA | 1160 – BRIDGEPORT | 0520 – ATLANTA |
| 0004 - ALL OTHERS | 1170 – BRISTOL | 0600 – AUGUST-AIKEN |
| | 1930 – DANBURY | 1560 – CHATTANOOGA |
| <u>CALIFORNIA</u> | 3280 – HARTFORD | 1800 – COLUMBUS |
| 0360 – ANAHEIM-SANTA ANA | 5020 – MIDDLETOWN | 4680 – MACON |
| 0680 – BAKERSFIELD | 5440 – NEW BRITAIN | 7520 – SAVANNAH |
| 1620 – CHICO-PARADISE | 5480 – NEW HAVEN-MERIDEN | 0011 - ALL OTHERS |
| 2840 – FRESNO | 5520 – NEW LONDON-NORWICH | |
| 4480 – LOS ANGELES-LONG BEACH | 8040 – STAMFORD-NORWALK | <u>HAWAII</u> |
| 4940 – MERCED | 8888 – WATERBURY | 3320 – HONOLULU |
| 5170 – MODESTO | 0007 - ALL OTHERS | 0012 – ALL OTHERS |
| | | |
| | | <u>IDAHO</u> |
| | | 1080 – BOISE CITY |
| | | 6340 – POCATELLO |
| | | 0013 - ALL OTHERS |

| | | |
|-----------------------------|---------------------------------------|---------------------------------|
| <u>ILLINOIS</u> | <u>KENTUCKY</u> | <u>MICHIGAN</u> |
| 0620 - AURORA-ELGIN | 1660 - CLARKSVILLE-HOPKINSVILLE | 0440 - ANN ARBOR |
| 1040 - BLOOMINGTON-NORMAL | 3400 - HUNTINGTON-ASHLAND | 0780 - BATTLE CREEK |
| 1400 - CHAMPAIGN-URBANA | 4280 - LEXINGTON | 0870 - BENTON HARBOR |
| 1600 - CHICAGO | 4520 - LOUISVILLE | 2160 - DETROIT |
| 1960 - MOLINE-ROCK ISLAND | 5990 - OWENSBORO | 2640 - FLINT |
| 2040 - DECATUR | 0018 - ALL OTHERS | 3000 - GRAND RAPIDS-HOLLAND |
| 3690 - JOLIET | | 3520 - JACKSON |
| 3740 - KANKAKEE | <u>LOUISIANA</u> | 3720 - KALAMAZOO |
| 3965 - LAKE COUNTY | 0220 - ALEXANDRIA | 4040 - LANSING-EAST LANSING |
| 6120 - PEORIA-PEKIN | 0760 - BATON ROUGE | 5320 - MUSKEGON |
| 6880 - ROCKFORD | 3350 - HOUMA | 6960 - SAGINAW-BAY CITY-MIDLAND |
| 7040 - ST. LOUIS | 3880 - LAFAYETTE | 0023 - ALL OTHERS |
| 7880 - SPRINGFIELD | 3960 - LAKE CHARLES | |
| 0014 - ALL OTHERS | 5200 - MONROE | <u>MINNESOTA</u> |
| | 5560 - NEW ORLEANS | 2240 - DULUTH |
| <u>INDIANA</u> | 7680 - SHREVEPORT-BOSSIER CITY | 2520 - MOORHEAD |
| 0400 - ANDERSON | 0019 - ALL OTHERS | 5120 - MINNEAPOLIS-ST. PAUL |
| 1020 - BLOOMINGTON | | 6820 - ROCHESTER |
| 2330 - ELKHART-GOSHEN | <u>MAINE</u> | 6980 - ST. CLOUD |
| 2440 - EVANSVILLE-HENDERSON | 0730 - BANGOR | 0024 - ALL OTHERS |
| 2760 - FORT WAYNE | 4240 - LEWISTON-AUBURN | |
| 2960 - GARY | 6400 - PORTLAND | <u>MISSISSIPPI</u> |
| 3480 - INDIANAPOLIS | 6450 - PORTSMOUTH-ROCHESTER | 0920 - BILOXI-GULF PORT |
| 3850 - KOKOMO | 0020 - ALL OTHERS | 3285 - HATTIESBURG |
| 3920 - LAFAYETTE | | 3560 - JACKSON |
| 5280 - MUNCIE | <u>MARYLAND</u> | 6025 - PASCAGOULA |
| 7800 - SOUTH BEND | 0720 - BALTIMORE | 0025 - ALL OTHERS |
| 8320 - TERRE HAUTE | 1900 - CUMBERLAND | |
| 0015 - ALL OTHERS | 3180 - HAGERSTOWN | <u>MISSOURI</u> |
| | 0021 - ALL OTHERS | 1740 - COLUMBIA |
| <u>IOWA</u> | | 3710 - JOPLIN |
| 1360 - CEDAR RAPIDS | <u>MASSACHUSETTS</u> | 3760 - KANSAS CITY |
| 1960 - DAVENPORT | 0740 - BARNSTABLE-YARMOUTH | 7000 - ST. JOSEPH |
| 2120 - DES MOINES | 1120 - BOSTON | 7040 - ST. LOUIS |
| 2200 - DUBUQUE | 1200 - BROCKTON | 7920 - SPRINGFIELD |
| 3500 - IOWA CITY | 2480 - FALL RIVER | 0026 - ALL OTHERS |
| 7720 - SIOUX CITY | 2600 - FITCHBURG-LEOMINSTER | |
| 8920 - WATERLOO-CEDAR FALLS | 4160 - LAWRENCE | <u>MONTANA</u> |
| 0016 - ALL OTHERS | 4560 - LOWELL | 0880 - BILLINGS |
| | 5400 - NEW BEDFORD | 3040 - GREAT FALLS |
| <u>KANSAS</u> | 6060 - PAWTUCKET-WOONSOCKET-ATTLEBORO | 5140 - MISSOULA |
| 3760 - KANSAS CITY | 6320 - PITTSFIELD | 0027 - ALL OTHERS |
| 4150 - LAWRENCE | 7090 - SALEM-GLOUCESTER | |
| 8440 - TOPEKA | 8000 - SPRINGFIELD | <u>NEBRASKA</u> |
| 9040 - WICHITA | 9240 - WORCESTER | 4360 - LINCOLN |
| 0017 - ALL OTHERS | 0022 - ALL OTHERS | 5920 - OMAHA |
| | | 0028 - ALL OTHERS |

| | | |
|--------------------------------------|--|--|
| NEVADA | NORTH CAROLINA | OREGON |
| 4120 – LAS VEGAS | 0480 – ASHEVILLE | 1890 – CORVALLIS |
| 6720 – RENO | 1300 – BURLINGTON | 2400 – EUGENE-SPRINGFIELD |
| 0029 – ALL OTHERS | 1520 – CHARLOTTE-GASTONIA-ROCK HILL | 4890 – MEDFORD-ASHLAND |
| | 2560 – FAYETTEVILLE | 6440 – PORTLAND |
| NEW HAMPSHIRE | 2980 – GOLDSBORO | 7080 – SALEM |
| 4760 – MANCHESTER | 3120 – GREENSBORO-WINSTON/SALEM-HIGH POINT | 0039 – ALL OTHERS |
| 5350 – NASHUA | 3150 GREENVILLE | |
| 6450 – PORTSMOUTH-ROCHESTER | 3290 – HICKORY-MORGANTON-LENOIR | PENNSYLVANIA |
| 0030 – ALL OTHERS | 3605 – JACKSONVILLE | 0240 – ALLENTOWN-BETHLEHEM-EASTON |
| | 6640 – RALEIGH/DURHAM-CHAPEL HILL | 0280 – ALTOONA |
| NEW JERSEY | 6895 – ROCKY MOUNT | 0845 – BEAVER COUNTY |
| 0560 – ATLANTIC CITY-CAPE MAY | 9200 – WILMINGTON | 2360 – ERIE |
| 0875 – BERGEN-PASSAIC | 0034 – ALL OTHERS | 3240 – HARRISBURG-LEBANON-CARLISLE |
| 3640 – JERSEY CITY | | 3680 – JOHNSTOWN |
| 5015 – MIDDLESEX-SOMMERSET-HUNTERDON | NORTH DAKOTA | 4000 – LANCASTER |
| 5190 – MONMOUTH-OCEAN | 1010 – BISMARCK | 5660 – NEWBURGH |
| 5640 – NEWARK | 2520 – FARGO | 6160 – PHILADELPHIA |
| 8480 – TRENTON | 2985 – GRAND FORKS | 6280 – PITTSBURGH |
| 8760 – VINELAND-MILLVILLE-BRIDGETON | 0035 – ALL OTHERS | 6680 – READING |
| 0031 – ALL OTHERS | | 7560 – SCRANTON-WILKES BARRE-HAZELTON |
| | OHIO | 7610 – SHARON |
| NEW MEXICO | 0080 – AKRON | 8050 – STATE COLLEGE |
| 0200 – ALBUQUERQUE | 1320 – CANTON-MASSILLON | 9140 – WILLIAMSPORT |
| 4100 – LAS CRUCES | 1640 – CINCINNATI | 9280 – YORK |
| 7490 – SANTA FE | 1680 – CLEVELAND | 0040 – ALL OTHERS |
| 0032 – ALL OTHERS | 1840 – COLUMBUS | |
| | 2000 – DAYTON-SPRINGFIELD | RHODE ISLAND |
| NEW YORK | 3200 – HAMILTON-MIDDLETOWN | 5520 – NORWICH |
| 0160 – ALBANY-SCHENECTADY-TROY | 4320 – LIMA | 6480 – PROVIDENCE |
| 0960 – BINGHAMTON | 4440 – LORAIN-ELYRIA | 0041 – ALL OTHERS |
| 1280 – BUFFALO | 4800 – MANSFIELD | |
| 2281 – DUTCHESS COUNTY | 6020 – PARKERSBURG-MARIETTA | SOUTH CAROLINA |
| 2335 – ELMIRA | 8080 – STEUBENVILLE-WEIRTON | 0405 – ANDERSON |
| 2975 – GLENS FALLS | 8400 – TOLEDO | 0600 – AIKEN |
| 3610 – JAMESTOWN | 9320 – YOUNGSTOWN-WARREN | 1760 – COLUMBIA |
| 5380 – NASSAU-SUFFOLK | 0037 – ALL OTHERS | 2655 – FLORENCE |
| 5600 – NEW YORK | | 3160 – GREENVILLE-SPARTANBURG-ANDERSON |
| 5700 – NIAGARA FALLS | OKLAHOMA | 5330 – MYRTLE BEACH |
| 5950 – ORANGE COUNTY | 2340 – ENID | 8140 – SUMTER |
| 6460 – POUGHKEEPSIE | 4200 – LAWTON | 0042 – ALL OTHERS |
| 6840 – ROCHESTER | 5880 – OKLAHOMA CITY | |
| 8160 – SYRACUSE | 8560 – TULSA | SOUTH DAKOTA |
| 8680 – UTICA-ROME | 0038 – ALL OTHERS | 6660 – RAPID CITY |
| 0033 – ALL OTHERS | | 7760 – SIOUX FALLS |
| | | 0043 – ALL OTHERS |

| | | |
|---|--|---------------------------|
| <u>TENNESSEE</u> | <u>VIRGINIA</u> | <u>WYOMING</u> |
| 1560 – CHATTANOOGA | 1540 – CHARLOTTESVILLE | 1350 – CASPER |
| 1660 – CLARKSVILLE | 1950 – DANVILLE | 1580 – CHEYENNE |
| 3580 – JACKSON | 4640 – LYNCHBURG | 0052 – ALL OTHERS |
| 3660 – JOHNSON CITY-KINGSPORT-BRISTOL | 5720 – NORFOLK-VIRGINIA BEACH-NEWPORT NEWS | |
| 3840 – KNOXVILLE | 6760 – RICHMOND-PETERSBURG | All of US - 9999 |
| 4920 – MEMPHIS | 6800 – ROANOKE | |
| 5360 – NASHVILLE | 0048 – ALL OTHERS | <u>PUERTO RICO</u> |
| 0044 – ALL OTHERS | | 0060 – AGUADILLA |
| | <u>WASHINGTON</u> | 0470 – ARECIBO |
| <u>TEXAS</u> | 0860 – BELLINGHAM | 1310 – CAGUAS |
| 0040 – ABILENE | 1150 – BREMERTON | 4840 – MAYAGUEZ |
| 0320 – AMARILLO | 5910 – OLYMPIA | 6360 – PONCE |
| 0640 – AUSTIN-SAN MARCOS | 6740 – RICHLAND-KENNEWICK-PASCO | 7440 – SAN JUAN-BAYAMON |
| 0840 – BEAUMONT-PORT ARTHUR | 7600 – SEATTLE-BELLVUE-EVERETT | 0053 – ALL OTHERS |
| 1145 – BRAZORIA | 7840 – SPOKANE | |
| 1240 – BROWNSVILLE-HARLINGEN-SAN BENITO | 8200 – TACOMA | GERMANY – 54 |
| | 8725 – VANCOUVER | |
| 1260 – BRYAN-COLLEGE STATION | 9260 – YAKIMA | JAPAN –57 |
| 1880 – CORPUS CHRISTI | 0049 – ALL OTHERS | |
| 1920 – DALLAS | | |
| 2320 – EL PASO | <u>WEST VIRGINIA</u> | |
| 2800 – FORT WORTH-ARLINGTON | 1480 – CHARLESTON | |
| 2920 – GALVESTON-TEXAS CITY | 1900 – CUMBERLAND | |
| 3360 – HOUSTON | 3400 – HUNTINGTON | |
| 3810 – KILLEEN-TEMPLE | 6020 – PARKERSBURG | |
| 4080 – LAREDO | 8080 – STEUBENVILLE-WEIRTON | |
| 4420 – LONGVIEW-MARSHALL | 9000 – WHEELING | |
| 4600 – LUBBOCK | 0050 – ALL OTHERS | |
| 4880 – MCALLEN-EDINBURG-MISSION | | |
| 5040 – MIDLAND | <u>WISCONSIN</u> | |
| 5800 – ODESSA | 0460 – APPLETON-OSHKOSH-NEENAH | |
| 7200 – SAN ANGELO | 2240 – SUPERIOR | |
| 7240 – SAN ANTONIO | 2290 – EAU CLAIRE | |
| 7640 – SHERMAN-DENISON | 3080 – GREEN BAY | |
| 8360 – TEXARKANA | 3620 – JANESVILLE-BELOIT | |
| 8640 – TYLER | 3800 – KENOSHA | |
| 8750 – VICTORIA | 3870 – LA CROSSE | |
| 8800 – WACO | 4720 – MADISON | |
| 9080 – WICHITA FALLS | 5080 – MILWAUKEE-WAUKESHA | |
| 0045 – ALL OTHERS | 6600 – RACINE | |
| | 7620 – SHEBOYGAN | |
| <u>UTAH</u> | 8940 – WAUSAU | |
| 6520 – PROVO-OREM | 0051 – ALL OTHERS | |
| 7160 – SALT LAKE CITY-OGDEN | | |
| 0046 – ALL OTHERS | | |
| | | |
| <u>VERMONT</u> | | |
| 1305 – BURLINGTON | | |
| 0047 – ALL OTHERS | | |
| | | |
| | | |

ATTACHMENT 6: DFAS LOCATIONS

| Location | Location Code | Resume Builder Selection |
|-------------------------------------|------------------|---|
| Headquarters and Major Sites | | |
| Arlington, VA (HQ) | 8840, 0048 | Washington, D.C., All Others - VA |
| Cleveland, OH | 1680 | Cleveland, OH |
| Columbus, OH | 1840 | Columbus, OH |
| Denver, CO | 2080 | Denver, CO |
| Indianapolis, IN | 3480 | Indianapolis, IN |
| Kansas City, MO | 3760 | Kansas City, MO |
| Smaller Sites | | |
| Oakland, CA | 5775 | Oakland, CA |
| Seaside, CA | 7120, 7360, 0005 | Salinas, San Francisco, All Others - CA |
| San Bernardino, CA | 6780 | San Bernardino, CA |
| San Diego, CA | 7320 | San Diego, CA |
| Orlando, FL | 5960 | Orlando, FL |
| Pensacola, FL | 6080 | Pensacola, FL |
| Pearl Harbor, HI | 3320, 0012 | Honolulu, All Others - HI |
| Rock Island, IL | 1960 | Rock Island, IL |
| Lexington, KY | 4280 | Lexington, KY |
| Limestone, ME | 0020 | All Others - ME |
| Patuxent River, MD | 0021 | All Others - MD |
| St. Louis, MO | 7040 | St. Louis, MO |
| Omaha, NE | 5920 | Omaha, NE |
| Rome, NY | 8680 | Rome, NY |
| Dayton, OH | 2000 | Dayton, OH |
| Lawton-Ft Sill, OK | 4200 | Lawton, OK |
| Charleston, SC | 0042 | All Others - SC |
| San Antonio, TX | 7240 | San Antonio, TX |
| Norfolk, VA | 5720 | Norfolk, VA |
| Kaiserslautern, Germany | 54 | Germany |
| Yakota Air Base, Japan | 57 | Japan |
| Other DFAS Offices | | |
| Fort Richardson, AK | 0380 | Anchorage, AK |
| Fort Wainwright, AK | 0002 | All Others - AK |
| Fort Rucker, AL | 2180 | Dothan, AL |
| Redstone Arsenal, AL | 3440 | Huntsville, AL |
| Fort Huachuca, AZ | 8520, 0003 | Tucson, All Others - AZ |
| Fort Irwin, CA | 0005 | All Others - CA |
| Presidio of Monterrey, CA | 7120 | Salinas |
| Fort Carson, CO | 1720 | Colorado Springs, CO |
| Fort Benning, GA | 1800 | Columbus, GA |
| Fort Gordon, GA | 0600 | Augusta, GA |
| Fort McPherson, GA | 0520 | Atlanta, GA |
| Fort Stewart, GA | 7520 | Savannah, GA |

| | | |
|-----------------------------|----------------------|------------------------------------|
| Fort Shafter, HI | 3320, 0012 | Honolulu, All Others - HI |
| Schofield Barracks, HI | 3320, 0012 | Honolulu, All Others - HI |
| Fort Leavenworth, KS | 0017 | All Others - KS |
| Fort Riley, KS | 0017 | All Others - KS |
| Fort Campbell, KY | 1660 | Clarksville, TN - Hopkinsville, KY |
| Fort Knox, KY | 4520 | Louisville, KY |
| Fort Polk, LA | 0019 | All Others - LA |
| Aberdeen Proving Ground, MD | 0021 | All Others - MD |
| Fort Meade, MD | 0720 | Baltimore, MD |
| Location | Location Code | Resume Builder Selection |
| | | |
| Fort Leonardwood, MO | 0026 | All Others - MO |
| Fort Drum, NY | 0033 | All Others - NY |
| West Point, NY | 0033 | All Others - NY |
| Fort Bragg, NC | 2560 | Fayetteville, NC |
| Fort Jackson, SC | 1760 | Columbia, SC |
| Fort Bliss, TX | 2320 | El Paso, TX |
| Fort Hood, TX | 3810 | Killeen, TX |
| Fort Sam Houston, TX | 7240 | San Antonio, TX |
| Red River Army Depot, TX | 8360 | Texarkana, TX |
| Fort Belvoir, VA | 8840, 0048 | Washington, D.C., All Others - VA |
| Fort Eustis, VA | 5720 | Norfolk, VA |
| Fort Lee, VA | 6760 | Petersburg, VA |
| Fort Lewis, WA | 8200 | Tacoma, WA |
| Fort McCoy, WI | 3870 | La Crosse, WI |
| Fort Buchanan, Puerto Rico | 7440 | San Juan, PR |

PREPARING AN EFFECTIVE RESUME

FOR ELECTRONIC ANALYSIS AND EVALUATION (Updated June 2003)

Contents

Preface

Adapting to a Changing Environment

How Does the DEU Automated Resume Processing System Work?

Using a Resume to Best Display Your Talent

Describing “Soft” Skills in Your Resume

More About Resume Preparation: Expanded Detail and Information

Appendices:

Sample Resume No. 1

Analysis, Sample Resume No. 1

Sample Resume No. 2

Analysis, Sample Resume No. 2

PREFACE

The guidance which follows is intended to directly support the efforts of individuals who are interested in applying for consideration for Federal employment through the Defense Finance and Accounting Service Delegated Examining Unit (DFAS DEU).

The instructions in this guidance are designed to help you display your experience, education and training in the best possible manner. This will insure that you are able to maximize the opportunity for your resume to receive full and proper consideration. The resume preparation suggestions and tips found in this guide have been formulated by the DEU staff based on experience gained in reviewing and correcting literally thousands of electronic and hardcopy resume submissions. You should read and study this information carefully (perhaps several times) **BEFORE** developing your resume, and you should attempt to incorporate these “lessons learned” in the written content of your resume. Remember, there will be a direct

correlation between the level of effort you invest in developing your resume and its ultimate effectiveness in accurately portraying your background.

Hopefully, this material will give each of you confidence in your ability to develop the best possible resume and confidence in the ability of the DEU automated resume analysis system to accurately read, interpret and evaluate the skills in your background.

A separate set of instructions focused more specifically on the format of your resume, technical characteristics of the content, required data information elements and how to actually submit your resume is located in another section of the DEU web site. Refer to the web site index and look for “Job Kit” instructions.

ADAPTING TO A CHANGING ENVIRONMENT

The key to your ability to learn how to write an effective resume will be your willingness to accept and adjust to change. The best resume is one that is focused, concise and includes only significant skills, knowledges and abilities from your background. Everything of note in your work experience, education and training must be thoughtfully and briefly described in the equivalent of only three typewritten pages. Preparing a resume like this does require an investment of effort, and it requires thought and preparation before the easy part – putting words on a page – ever begins. Most of all, however, your success will depend upon a willingness to not only accept these characteristics and constraints, but to understand how they actually improve staffing processes and benefit us all.

HOW DOES THE DEU AUTOMATED RESUME PROCESSING SYSTEM WORK?

The DEU uses an integrated set of software and hardware components, which enable standard applicant resumes to be processed in an automated manner. The system is “knowledge based”, and it has the ability to read an applicant’s job application (or resume) in context. As such, the system does not rely on “keywords” to interpret an applicant’s background and to determine what significant skills; knowledges and abilities are reflected in the resume narrative. Instead, the system analyzes a candidate’s overall background to decide whether or not the individual possesses all of the primary knowledges, skills and abilities normally associated with each of the occupations and positions filled by the DEU. Based on its findings, the automated system assigns a rating to each resume.

USING A RESUME TO BEST DISPLAY YOUR TALENT (The Basics)

Preparing a short, substantive resume is a radical departure for many of us, who, for years have frequently had the luxury of submitting lengthy, immensely detailed “life histories” of our prior working background. Prepare now to totally change your thought processes and the mindset you bring to the task of preparing an employment application. To facilitate your transition to the world of concise resume preparation, we offer the following, very basic “pointers”:

- Focus your resume. Decide upon the two or three positions you would most like to have during the next 6-12 months. Compose your resume to address the knowledges and skills you possess which might be compatible with those of the positions in which you are interested.
- Be realistic. Rationally and objectively assess your own skills background, as well as your strengths and weaknesses. See if the conclusions you reach are a match with the expectations you established in accordance with the near term job choices previously identified.

- Be concise. Avoid crowding your resume with unnecessary details or descriptions of skills or training, which are not significant in nature or **directly related** to the qualifications for or success in the positions for which you desire consideration.
- Write your resume as though you are submitting it for review by someone who has no technical understanding of the kind of work done in positions you may have previously held. Imagine that you are explaining what you have done and the skills you have used to a friend or a next door neighbor who has never worked in the same kinds of jobs as you. Minimize the use of acronyms in your resume narrative. If you must use them, explain what they represent, what processes or systems they describe, and how you have used the knowledges, skills or abilities associated with them.
- Concentrate on describing only **specific** and **significant** knowledges and skills in your background. Be sure they are related to those likely to be pertinent to the positions you would like to hold.
- Describe the knowledges and skills you possess and the duties you have performed using words or terminology which are common to the general occupational field. In other words, describe skills and experience in universally accepted terms that could be readily understood in both the public and private sectors.

DESCRIBING “SOFT” SKILLS IN YOUR RESUME

The DEU automated system is knowledge-based, and it uses a relational database to “read” and evaluate applicant resumes. As a result, the software does an excellent job of identifying and crediting skills related to recognized occupational categories and functions. These “hard” skills (e.g., accounting, information technology, civilian pay, secretary, etc.) lend themselves to ready analysis because of the direct, unmistakable relationship between major, core tasks associated with the occupations in which they are embodied and the skills needed to perform these tasks.

The task of enabling the software to “see” so-called “soft” skills in a resume requires greater attention and effort by the applicant. Soft skills can be generally described as intangible personal characteristics or attributes that are more generic in nature and are not identifiable with any particular occupation. Conversely, many soft skills are useful and desirable in the performance of tasks and functions found in a wide variety of jobs. Examples of soft skills include traits such as analytical ability, communication skills, creativity, being customer oriented, leadership and other, similar, intangible skills. When applying for a position, applicants must consider whether or not any soft skills are integral to successful performance in the job. If the answer is “yes”, applicants must plan on addressing appropriate soft skills in their resume submissions. For maximum effectiveness, the possession of these characteristics should be highlighted in two ways. First, applicants must make a substantive effort to include examples in the narrative resume content that describe and demonstrate instances in which the soft skill(s) has been employed in performing tasks related to the position for which application is being made. Equally as important, applicants should use the “**Skills**” section of the resume format in the most advantageous manner by listing specific, significant soft skills in it. The “**Skills**” section of the

resume is purposely designed to function as a “second chance” safety net to provide the automated software with an opportunity to “catch” any skills it might have failed to identify when initially evaluating the narrative content of a resume. Since soft skills are inherently generic and “fuzzy” in nature, they are more difficult to clearly describe in a narrative fashion. As previously stated, the relational database feature incorporated in the software evaluation system is unlikely to automatically associate a soft skill with any occupation-specific task or function. Given these human and system limitations, it only makes common sense to use this two step process to exploit the presence of relevant soft skills in an applicant’s background and experience.

MORE ABOUT RESUME PREPARATION: **EXPANDED DETAIL AND INFORMATION**

A. Focus Your Resume

Have you ever watched a championship-boxing match? If you have, think about the times that you saw a fighter launch a “roundhouse” right hook at his opponent. How often did one of those “broad swipe” punches ever do any damage? Hardly ever. In fact, in most cases, the fighter was lucky if the punch even landed on his opponent. This analogy is directly applicable to the design of your resume. If your objective is simply to get any job that you can, and if you prepare a very general “one size fits all” resume, you will probably not be satisfied with the results. In all likelihood, you will be found **minimally qualified** for many jobs and highly qualified for none. There is another reason why you should focus your resume. Most of us cannot qualify for more than two, or at the most, three different occupational fields. If the truth were known, most of us are bonafide experts in only one or two distinct specialties within all of the occupations for which we are minimally qualified. The objective of submitting a resume to the DFAS DEU is to obtain the highest possible rating so that your resume is within reach to be referred for consideration for a vacant position. The preparation of a “shotgun” resume almost certainly insures a low rating and negates any effort devoted to the development of a DEU application package.

Narrowing the scope of your resume to support legitimate career objectives provides the opportunity to highlight those areas of your background in which you possess in-depth knowledge and experience, and coincidentally, those general occupational areas in which you are most likely to be successful in obtaining another position. Enough said. Although not mandatory, it is strongly suggested that you compile a resume which will directly support the attainment of your near term career goals. Doing so can only enhance your chances of success.

B. Be Concise

Remember the following “golden rule” of resume development:

Include in your resume **ONLY** those items of experience, education and training which **DIRECTLY SUPPORT** your qualifications for the positions for which you are submitting an application to the DEU.

The importance of following this particular piece of advice cannot be overstated.

Think about it. If you are applying for a position as a GS-12 budget analyst, your previous experience as an insurance claims processor or as a salesperson for a major electronic outlet is not directly related to the budget analysis field. It will not support your qualifications (or a high rating) for a budget analyst job. While this conclusion may be fairly apparent, it is also based on the nature of Federal qualification standards that will be applied by the DEU to determine your basic eligibility for further rating and placement on a valid register of job applicants. For every position in the Government at the GS-5 level or above, candidates must demonstrate in their applications that they possess: (a) at least one year of specialized experience directly related to the duties of the position for which they seek consideration, and also appropriate (b) quality of experience equivalent to a position comparable to that of the next lowest grade of the position for which an application is being submitted. Let's look at another example. If you are preparing a resume to respond to a vacancy announcement for a GS-7 accounting technician position, experience you gained in a prior position as a general administrative clerk will not help you qualify for the accounting technician job because it will not demonstrate possession of specialized experience directly related to the primary duties of an accounting technician. There are other ways of insuring that your resume is concise, but meaningful. For example, if you want to apply for a secretarial position, it is not necessary to specifically name and describe four previous and distinct word processing systems you have used. All you need to say in your resume is that you have a substantive knowledge of and have used word processing skills and systems. Don't be repetitive; just get to the point. This same basic principle applies to education and training. If your objective is to obtain a GS-12 position, the fact that you took a one-half day seminar on business writing six years ago will be of no significant value in determining your overall rating. You can leave this fact off of your resume. One final tip for achieving brevity is in order. **Don't use "flowery" language to describe your experience.** Avoid adjectives and adverbs like the "plague". You could say, "I was responsible for the processing of a *wide* variety of *extremely complex* financial transactions using two *technically advanced* automated accounting systems". You will receive no additional points on your rating for the descriptive terms, but you will expend scarce space on your limited three-page resume. It would be more productive to simply and clearly state the facts: "I was responsible for the processing of a variety of financial transactions using two automated accounting systems". You will have said the same thing, but much more succinctly.

In summary, your resume should be completely free of unneeded detail. **Include in your resume ONLY those items of experience, education and training which DIRECTLY SUPPORT your qualifications for the positions for which you are submitting an application to the DEU.**

REMEMBER:

- For any position at the GS-5 level or above, you must have at least one year of specialized experience in the duties of the positions to be filled or in a position the duties of which are directly related to those of the position to be filled.
- For any position at the GS-5 level or above, there is also a quality of experience requirement. This means that in order to be creditable for qualification purposes, any specialized experience that you possess must have been gained in a position equivalent to that of the next lower grade of the position for which you are seeking consideration.

C. Use Plain English

Write your resume as though you are submitting it for review by someone who has no technical understanding of the kind of work you do or have done in the past. Let's look at several examples of how **NOT** to describe experience and the ways in which "technical goulash" can be translated into something understandable for both the automated resume processing system and DEU personnel staffing specialists:

WRONG:

I use IATS to process travel vouchers.

BETTER:

I use an automated financial system, IATS, to compute and process travel reimbursements for transportation, meals, lodging and similar entitlements.

WRONG:

I process vouchers and issue a variety of disbursements using SRD1.

BETTER:

Using knowledge of disbursing principles and procedures, I examine requests for payments to individual military and civilian employees, private sector vendors, and other public agencies. I perform a quality control review to insure that these requests are in order, assign appropriate accounting classifications and prepare checks or electronic transfer payments. I use an automated disbursing system, SRD1, to accomplish these actions.

(NOTE: This straightforward three-sentence paragraph might well be sufficient to describe all of the MAJOR duties performed by a disbursing clerk or technician position.)

WRONG:

I assist functionals in writing SCRs. I develop interfaces and am the POC for all EC initiatives.

BETTER:

I work with functional users of automated financial and accounting systems to help identify needed changes and to write system change requests (SCRs). I write computer programs to enable automated systems to interface and to communicate with each other. I am the primary contact for automated electronic commerce (EC) systems and improvements.

The point is that descriptions of duties performed and knowledges, and skills applied in accomplishing those duties should be simple and straightforward, but descriptive and reduced to only essential information. When you have finished writing a paragraph, it is helpful to stop and ask yourself the following questions:

- Would a third party not familiar with my occupational background understand the kind of work that I do?
- Is there any nonessential information (nice to have, but not helpful in meeting mandatory qualification requirements) included in what I have written?
- Have I omitted any unique, but **RELEVANT** special experience or skills that I possess that might serve to distinguish me from other candidates if my resume reaches the desk of a selecting official?
- Have I adequately described those **MAJOR** characteristics of my occupation or background and skills that are **MOST COMMON** to my occupation and/or field?

D. “Paint a Picture”

If you are applying for an accountant GS-12 position, and you have prior, relevant experience as an accountant, think **BEFORE** you begin to write. What are the **PRIMARY** characteristics of professional accounting work, processes and procedures? What **MAJOR** skills, knowledges or abilities are **GENERALLY ACCEPTED** as necessary in the performance of this work? What portions of your working background best demonstrate that you have performed recognized accounting tasks using recognize accounting skills? When these questions have been answered, you are ready to develop your resume narrative. Be sure to construct your narrative in a logical manner, adding each descriptive “piece” until you have painted a full picture of – an accountant. The process can be compared with putting together a puzzle. A reference to one skill or a single job task is incomplete and may not lend itself to an obvious conclusion as to the occupation being described. As additional commonly recognized tasks or skills are added, the picture becomes clearer. Finally, at some point, a knowledgeable observer will be in a position to hazard an educated guess as to the end

product being described. Insure that you provide sufficient “pieces of the puzzle” so as to leave no reasonable doubt about the occupational or job profile you are building, and about your demonstrated possession of and ability to use the skills and competencies commonly associated with that occupation.

APPENDIX 1 – SAMPLE RESUME

John M. Jones

HOME ADDRESS:

4738 Spruce Street
Buffalo, NY 02387

TELEPHONE NUMBERS:

Home: (805) 274-9169
Work: (805) 789 3157

E-MAIL ADDRESS:

Jjones@email.com

EXPERIENCE:

Mar 95-Apr 99, Accounting Specialist, Jones & Smith, Inc., Buffalo, NY
Williams Jenkins, Tel: (805) 274-7619, Salary: \$28,597, Weekly Hrs Worked: 40

Served as an accounting specialist. Utilized automated accounting systems for data input and to obtain reports. Maintained accounting ledgers and performed account reconciliation. Maintained status of funds. Performed account analysis and account research. Processed accounting transactions. Validated expenditure and collection transactions. Handled customer inquiries, researched problems and developed solutions. Trained lower level accounting clerks. Applied company internal controls requirements in performing accounting processes and procedures.

Jun 93- Feb 95, Payment Technician, Kodak Company, Rochester, NY
Jane Smith, Tel: (802) 479-8235, Salary: \$24,637, Weekly Hrs Worked: 40

Worked as a payment technician. Reconciled and verified payment data from an automated disbursing system. Produced payment vouchers. Administered company check stock and produced checks for employee travel payments and for payrolls. Compiled electronic fund transfer (EFT) information and processed payments. Performed reconciliation and balanced disbursement payments made with original data. Provided customer services and responded to customer inquiries from remote plants. Researched problems and processed corrected payments. Maintained records of payment information. Distributed payment documents.

SKILLS:

Automated Accounting Systems, Ledger Maintenance, Account Reconciliation, Account Analysis, Accounting Transaction Processing, Transaction Validation, Internal Controls, Provide Training, Disbursing, Payment Processing, Check Preparation, Electronic Fund Transfer Processing, Transaction Reconciliation, Customer Service, Problem Solution, Payment Records Maintenance

EDUCATION:

Glen Cove High School, Buffalo, NY, Diploma, 1983
BA, Finance, University of Buffalo, 1987

TRAINING:

Automated Financial Systems Certificate, Payment and Disbursing Transactions, Basic Electronic Fund Transfer Actions, Automated Accounting Systems

LICENSES AND CERTIFICATES:

Certified Financial Manager

HONORS, AWARDS, SPECIAL ACCOMPLISHMENTS:

Performance Bonus, 1997
Outstanding Performance Certificate, 1995

COURSE LIST:

Accounting Principles I (3 semester hours), Accounting Principles II (3 semester hours), Business Law I (3 semester hours), Business Law II (3 semester hours), Principles of Income Tax Accounting (3 semester hours), Cost Accounting (3 semester hours), Managerial Accounting (3 semester hours), Accounting Microcomputer Applications (3 semester hours), (24 semester hours, University of Buffalo), Micro-Computers and Technology (3 semester hours), Intro to Data Processing (3 semester hours), Intro to Financial Management (3 semester hours)

SSNUM=000-00-0000

BIRTH=July 11, 1966

CHECK=YES

VETPR=2

EDULV=BD

ANNNO=D00123 (Sample Number)

LACPT=7

LIMIT=TERM,TEMP

USCIT=YES

ICTAP=YES (This field is for displaced federal employees only.)

SITES=1233,3423,7790,4543

CERTCN=CFM

TYPSP=YES

ANALYSIS, SAMPLE RESUME NO. 1

Sample Resume No. 1 is that of a candidate who has submitted an application to be considered for the position of accounting technician, GS-525-7.

Note that this candidate's resume contained basic identification information, summaries of two key positions held, education, training, honors and awards information, and a complete listing of completed accounting courses, all in less than two typewritten pages.

Let's look at the major sections of the resume individually and in greater detail.

A. Experience:

Notice that concise manner in which the candidate described his experience. He cited only significant functions and primary knowledges and skills used in his work. In each job entry, he included only enough information to sufficiently outline the primary characteristics of the duties he was performing.

The candidate used straightforward, simple, declarative sentences in his resume narratives. Although he had held previous positions as a clerk in an office equipment firm and as a forklift operator in a warehousing operation, he did not include these jobs on his resume because they were of no value in supporting his qualifications for an accounting technician position.

B. Skills:

The "Skills" section of the resume format is designed to provide an opportunity to reinforce and restate the major skill elements already set forth in previous narrative entries in the Experience section. In this case, the candidate made perfect use of this opportunity by concisely *summarizing* and specifically *enumerating* the skill element concepts he felt were of primary importance among those described in Experience.

C. Education:

The entries are straightforward and contain all essential information.

D. Training:

His employers provided all of the training courses listed. There were others he could have included in his resume, but he chose to list only those that support and document the most important features of his working background. He DID NOT include the four-hour course in business writing he took in 1993, and he left out the eight-hour course in ethics he took in 1994.

E. Licenses and Certificates

The candidate was not certified in any competency directly related to the accounting field, so he left this item empty. What might have been appropriate to place in this data item relative to the accounting occupation? If the candidate were a Certified Public Accountant (CPA), this information could have been recorded under Licenses and Certificates.

F. Honors, Awards, Special Accomplishments:

The two award entries in the candidate's resume were received while he was employed in positions in the accounting and disbursing fields. Both of these former positions were directly related to his qualifications for an accounting technician position. Therefore, it was entirely appropriate to cite award from these employment experiences. He also received a safety award while employed as a forklift operator, but did not include it on his resume because it would not enhance his qualifications or potential performance in an accounting technician position.

G. Course List:

The candidate did not have to list the accounting courses that he has taken in the past, but he did because they tend to further enhance the perception of his qualifications for an accounting technician position. Had he been applying for a professional accountant position, this list would have been vital to a determination of his qualifications since the possession of at least 24 semester hours of valid college level accounting courses is necessary in order to qualify for an accountant position.

H. Additional Required Data Items:

Please refer to pages 4 through 12 of the Job Kit for detailed instructions on completing this section of your resume.

SAMPLE RESUME NO. 2

Sandy A. Right

HOME ADDRESS:

7113 Alpine Drive
Sioux Falls, SD 68612

TELEPHONE NUMBERS:

Home: (715) 824-9438
Work: (715) 839-5419

E-MAIL ADDRESS:

SARight@email.com

EXPERIENCE:

May 98- Present, Accountant 2, South Dakota State Department of Forestry, Transportation Equipment Division, 8652 Baker Rd., Sioux Falls, SD 68537, Harry Jones, (715) 839-6017, Salary: \$2,296 PM, Weekly Hrs Worked: 40

Develop, implement, and maintain accounting systems and accounting operating procedures. Train and develop two subordinates in accounting methods and procedures in accordance with South Dakota Administrative Codes (SDAC) and Revised Code of South Dakota (RCSD). Reconcile, track and audit capital expenditures for light and heavy equipment. Analyze allocation and expenditure reports. Establish and maintain work orders. Prepare intra-departmental billings.

Oct 97-May 98, Accountant 1, South Dakota State Department of Forestry, Transportation Equipment Division, 8652 Baker Rd., Sioux Falls, SD 68537, Diana Smith, (715) 839-9254, Salary: \$2,045PM, Weekly Hrs Worked: 40

Responsible for monitoring all region payrolls functions for approximately 400 employees per month. Reviewed, analyzed and interpreted labor, payroll and leave reports and initiated necessary action for compliance with SDAC and RCSD and other departmental directives. Prepared payment vouchers in the integrated accounting system against supporting documents. Provided guidance and training to current and new field office staff on proper methods and procedures for payroll.

Mar 93-Jan 94, Accounts Manager, Thompson and Rollins Accounting, Inc., 14452 NW 16th St., Pierre, SD 68415, Judy Green (715) 741-3862, Salary: \$8.50 PH, Weekly Hrs Worked: 25
Managed patient accounts for 5 small practice dentists. Prepared bi-monthly payroll. Processed medical claims. Reconciled bank statements. Prepared profit/loss statements. Prepared and analyzed accounts receivable reports and recommended write-offs. Delphi and Lytec medical software, Quattropro spreadsheeting.

Oct 90-Jun 92, Staff Accountant, GS-11, Department of Labor, Portland Division, 497 Walnut, Portland, OR 97328, Richard Simmons (503) 974-3847, Salary: \$27,961PA, Weekly Hrs Worked: 40

Coordinated and prepared internal reviews of appropriated and non-appropriated finance and accounting systems. Assisted comptroller internal review staff and external audit teams with on-site visits and reviews. Prepared responses to audit reports. Tested audit reports by analyzing random samples. Implemented new and revised standard operating procedures as directed by the finance and accounting officer. Identified and analyzed problems. Recommended solutions in accordance with OMB Circulars, Joint and Federal Travel Regulations, Department of Labor (DOL) Regulations, Finance and Accounting Regulations (FAR), and generally accepted accounting principles. System used was Department of Labor Management Information System (DOLMIS).

Mar 89-Oct 90, Operating Accountant, GS-11, Department of Labor, Portland Division, 497 Walnut, Portland, OR 97328, James Simpson (503) 974-4629, Salary: \$25,717PA, Weekly Hrs Worked: 40

Lead accountant, assistant supervisor. Trained four subordinates in accounting methods and procedures in accordance with OMB, FAR and DOL regulations. Initiated and delegated workload assignments to four accounting technicians. Prepared complex accounting reports. Controlled obligations preventing over-obligating and over-expenditure of funds. Reconciled general ledger account balances. Prepared journal entries. Processed accounts receivable and payable.

SKILLS:

Supervisory Accounting, Staff Accountant, Operating Accountant, Automated Accounting Systems, Mainframe, Standard Operating Procedures, General Ledgers, Account Reconciliation, Ten Key, Microsoft Office, Windows NT

EDUCATION:

Wickcombe High School, Wickcombe, ND, Diploma, 1972
BS, Management, Lewis and Clark College, Portland, OR, 1986

TRAINING:

US Air Force Finance School, Introduction to Financial Management, one week, 1983
Managerial Accounting, Office of Personnel Management, Denver, CO, 3 days, 1991

LICENSES AND CERTIFICATES:

Certified Financial Manager

HONORS, AWARDS, SPECIAL ACCOMPLISHMENTS:

Dean's List, Lewis and Clark College, 1985, 1986
Sustained Superior Performance Award, 1992
On-the-Spot Award, 1993
Valedictorian, Wickcombe High School, 1972

COURSE LIST:

Principles of Accounting I (3 semester hours), Principles of Accounting II (3 semester hours),
Business Law I (3 semester hours), Business Law II (3 semester hours), Principles of Taxation
(3 semester hours), Cost Accounting (3 semester hours), Auditing (3 semester hours),
Managerial Accounting (3 semester hours), Accounting Microcomputer Applications (3
semester hours), 24 Semester Hours, Lewis and Clark College, Portland, OR

SSNUM=000-00-0000
BIRTH=July 11, 1966
CHECK=YES
VETPR=2
EDULV=BD
ANNNO=D00123 (Sample Number)
LACPT=7
LIMIT=TERM,TEMP
USCIT=YES
ICTAP=YES (This field is for displaced federal employees only.)
SITES=1233,3423,7790,4543
CERTCN=CFM
TYPSP=YES

ANALYSIS, SAMPLE RESUME NO. 2

Sample Resume No. 2 is that of a candidate who has submitted an application to be considered for the position of accountant, GS-510-11.

On the positive side, the candidate is to be commended for keeping the entire resume within a reasonable length, approximately two typewritten pages. Even so, there is room for improvement in this resume in several technical areas. We will look at possible corrective actions later on in this analysis.

Let's look at the major sections of this resume individually and in greater detail.

A. Experience:

The candidate was generally concise and to the point in describing her past working experience. She did include specific references to five previous positions held, normally too many such references, but she kept them brief. The experience she gained working for Thompson and Rollins was the least relevant of all of her prior job experience entries, and it could easily have been left off of the resume with no serious implications for either qualifications or rating purposes. There is also some duplication of skill descriptions in the resume narratives. For example, the candidate addresses her experience in training subordinates in two different work experience entries. One reference would have been sufficient. She also points out her experience in following South Dakota administrative regulations and the South Dakota revised code at least twice. There is rarely, if ever, any benefit to the repetitious inclusion of similar work experience entries in more than one descriptive narrative. In this case, it is also important to note that her reference to South Dakota administrative requirements and codes could have been better written. The fact that she dealt specifically with *South Dakota* administrative directives, regulations and laws and her specific use of the acronyms *SDAC* and *RCSD* is immaterial and in no way enhances her application. It does take unnecessary space in her resume. She would have been better served to simply state that she was required to apply directives, regulations and laws in completing her work. Her use of the indicators Accountant 1, Accountant 2, and GS-11 in describing the levels at which she worked in prior state and Federal positions is helpful. It assists personnel staffing specialists in evaluating the *quality* of her experience relative to the position for which she is seeking consideration. The candidate uses adjectives such as complex, necessary, new and revised in telling about portions of her prior work experience. These could have and should have been eliminated.

B. Skills:

The candidate did an excellent job of using the Skills section to restate and reinforce skills previously described in the narrative portions of the resume. Her concise summarization of only the major skills in her background is to be commended.

C. Education:

The candidate has provided only relevant information and has included all of the data items required to properly and accurately evaluate her educational background.

D. Training:

The training listed on the resume is relevant and appropriate.

E. Licenses and Certificates:

Absent any significant information to relate it was appropriate to leave this item blank.

F. Honors, Awards, Special Accomplishments:

The candidate's inclusion of her Dean's List accomplishment and of her designation as high school valedictorian are "nice to have" items, but serve no legitimate purpose in terms of supporting her qualifications for an accountant position or in raising her probable rating. These items should have been left off of the resume.

G. Course List:

The candidate has taken proper care to list enough valid and recognized college level accounting courses to insure that her possession of at least 24 creditable semester hours of accounting courses has been adequately demonstrated. This is important because an assessment of academic accounting background is a key factor in determining the qualifications of candidates for professional accountant positions.

H. Additional Required Data Items:

Please refer to pages 4 through 12 of the Job Kit for detailed instructions on completing this section of your resume.